

Case study

AST Order control process

Finanz Informatik Technologie Service
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Order Processing & Accounting

Ein Unternehmen der Finanz Informatik

| finanz **informatik**
technologie service

Finanz Informatik Technologie Service

- » Founding year: 1994
- » Employees: 520 (12/2008)
- » Sales: Approx. € 165 million
- » Locations:
 - Main office in Aschheim near Munich
 - Offenbach/ Frankfurt am Main
 - Nuremberg
- » Business operations: FI-TS offers optimized services and competent IT consultancy for the financial sector
- » Origin: FI-TS is a subsidiary of Finanz Informatik (FI) and belongs to the savings bank financial group Sparkassen-Finanzgruppe.
- » Customers: Our customers include financial service providers, savings banks and banks, regional banks and regional building societies.



Milestones

- 2009** IZB Informatik-Zentrum becomes Finanz Informatik Technologie Service
- 2008** Merger of Sparkassen Informatik and FinanzIT to Finanz Informatik
- 2006** New parent company: Sparkassen Informatik
- 2002** Takeover of IT services for the TxB Transaktionsbank GmbH
- 2001** Integration of the IT department of the Helaba/Data Center in Offenbach
- 1994** Formation of the IZB Informatik-Zentrum (data center)
Takeover of the IT department at BayernLB/Data Center in Munich
- 1976** Concentration on two data centers in Munich and Nuremberg in the
Joint Accounting Center for Bavarian savings banks
- 1965** Outsourcing the IT of Bavarian savings banks to a common data center

The business we know

We offer more than four decades of sound know-how „made in Germany“.

Finanz Informatik Technologie Service

- ...understands financial processes.
- ...has consistently met the high demands of the business for years.
- ...uses different certificates to provide highest security.
- ...exhibits high process competence.
- ...works independently of specific manufacturers.
- ...offers its customers scalable services.
- ...optimizes the operation of your financial processes.



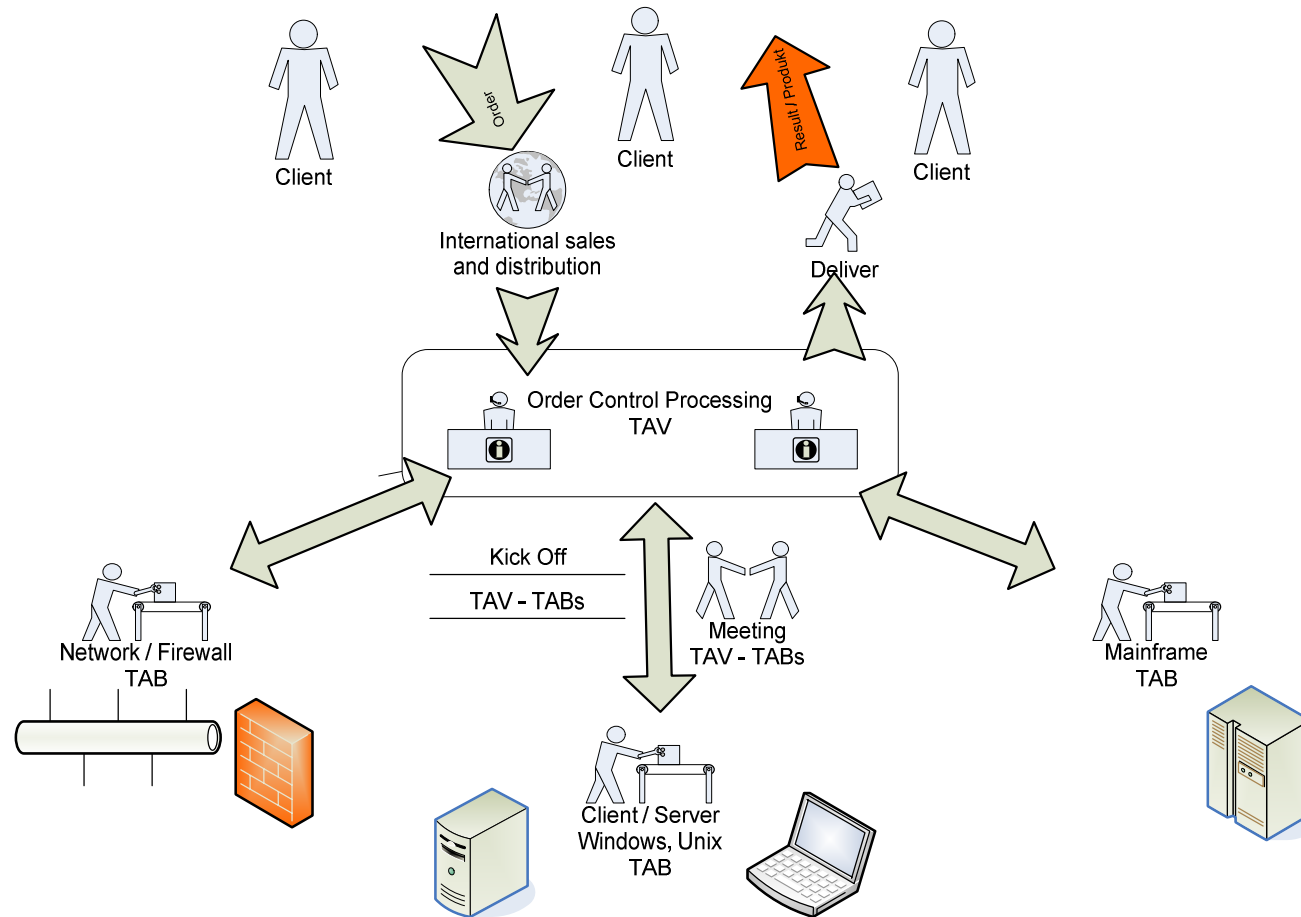
Our services, your advantages

- » **Continuity** - thanks to our strong associates and partners – you can count on us to be there for you in the future as well.
- » **Experience** - we always provide competent answers, even when carrying out large-scale IT projects and building complex IT infrastructures.
- » **IT and expert know-how** - we solve complex tasks and meet challenges quickly.
- » **A focus on the financial sector** - we understand the language our customers speak and the business processes they use.
- » **Product standards** - make sure that our customers get IT systems specifically developed to meet market needs in terms of cost and performance quickly.



Order Control Process a (simple) Workflow chart

Order à Initialization à work in progress à ready for dispatch à acceptance



Order Control Process

Targets -> Aims, duties and responsibilities

Deliver in time and in preconcerted quality

» **Targets-> Aims**

- Optimize Orderprocessing
- Monitor adherence to delivery dates, time and effort (= costs) through central coordination and governing
- Reporting (ongoing) the status of every order in work

» **Responsibilities**

- Quality assurance of order processing regarding content, time and costs
 - Kick Off Meeting, ordertracking, reminding functions, reporting
- Communication interface between sales / customer and processing units (IT factory)
- Detect troubles and problems and initiate escalations
- Detect and approve the time allocations in the SAP System CATS
- plausibilitycheck of order/contract and technical implementation
- Reporting overviews of all orders regarding numbers, contents, time and implementation status

Team

- » Eight members of staff organised in teams of competence
 - Network and firewall
 - Windows based server and clients
 - Unix based server incl. SAP
 - Mainframe and (banking) applications

- » One key user responsible for tools and methods as an internal service provider (investment is very profitable)
 - Optimize methods and Tools
 - Qualitymanagement

Short story how FITS decided to implement jFLOW! as a workflow Tool for order control process

- » Initial situation
 - **SAP CS**
 - Interface to SAP SD
 - **MS Office mails and / or Outlook tasks**
- » Options:
 - **ARS, SAP Workflow**
- » Requirements:
 - **new tool**
 - **replace mails, outlook tasks and SAP CS**
 - **avoid documentation overhead**
 - **interface to SAP (SD)**
- » Why not jFLOW!

Order processing is communication

- » Governing a (small) projekt, a contract, an order is communication
- » To communicate you have to talk to one another in a spezial sequence

Order → Initialization → work in progress → ready for dispatch → acceptance

You give informations

- You ask for status
 - You get status informations
 - You give status informations and comments to other persons
- » One method is S-BPM

Implementation Experiences

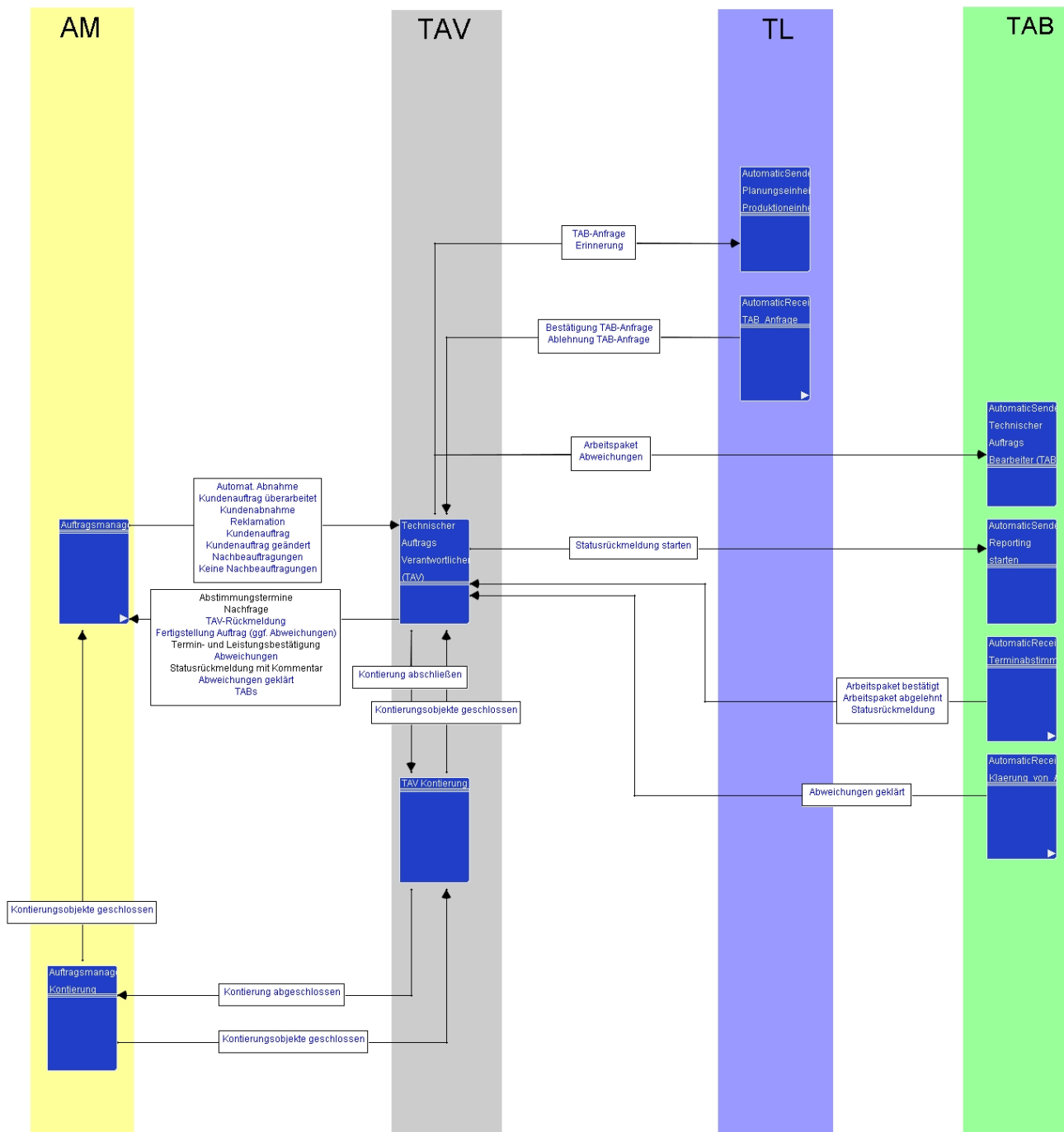
- » first complete process in a view days
 - à Fast decision for jFLOW! as Tool for the new „order Processing“ workflow
 - à Start Pilot

- » some more functions required
 - Database
 - Fluctuating members of the process depending on the specific order
 - Short cuts
 - And so on

- » à Much more longer Implementation than expected







Implementation Experiences

» Pilot since March

- 5 departments
 - Sales,
 - order control,
 - Network, Firewall,
 - Windows Planning
- Rd. 150 improvements

» Go Live now

- Nearly the whole company is involved
- Training courses (rd.160 persons)

Lessons learned

- » Plan validation time as long as possible
 - Jump at the chance to optimize

- » Involve the concerned persons
 - improvements are possible
 - discussion are required

- » Take your time

- » Use the existing Tools
 - interfaces are possible and usefull
 - SAP ..

- » What is good, better, perfect ?

Thanks.

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